

UTAH STATE HOSPITAL

Issue 50

Spring 2016

USH News

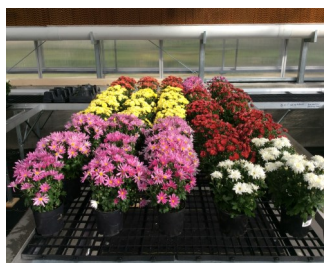
Continuing Efforts to Become an High Reliability Organization

Every year I think to myself, it sure can't get any busier than we are right now! Yet, to my surprise, each year more and more happens at USH that is wonderful and reinforces that we just keep getting better and better. Due to the nature of our business, each employee has so much on your plate each day that it is hard to stay on top of all the happenings at USH.

At our 2016 Leadership retreat, each unit/department of the hospital had an opportunity to stand and share with the group successes and exciting initiatives from their respective areas. Many commented how enjoyable it was to hear so much positive. It reinforced how much hard work is being done around the hospital daily. It was a very rewarding experience to hear so much good news and also to see how proud your leaders are of you. It is important that we pause for a moment and take note of each other. Though it is impossible to capture the many wonderful things that you do each day, I would like to highlight just a few things with "World (USH) in a Minute" ...really 5 minutes if you read like me....and give kudos to so many around the hospital. Please forgive me if I don't mention your achievements. There is so much happening we can't capture it all in one newsletter. Don't hesitate to email me if you'd like to recognize your co-workers or your program in our next "USH in a Minute" edition. Here are just a few of our New Developments and Accomplishments:

USH Green House Expansion

A Master Plan has been developed for the Green House in conjunction with the Provo School District. The staff and patients have done a remarkable job developing this state of the art program. The Pediatric patients and staff have played a key role in this new program. Many of you have noticed (and some got upset) over the trees removed in the north orchard east of the greenhouse. We are expanding the program to include new fruit trees and an outside garden with walkways for the patients and visitors to enjoy. It will definitely enhance the campus and offer more programming for the patients. The flowers are beautiful and anyone who has taken the time to tour and learn about the program is amazed at what they are doing. Our Green House Director, Mark Van Wagoner has been a great addition to the USH Team. He has been working with the patients to make the Green House a wonderful success.



*Spring is here, Let's give
some cheer!*

*Flowers bloom, trees
grow, water falls, winds
blow.*

*Bees buzz, kids play, say
hooray! Spring is Today!*

-Author Unknown-



Dallas Earnshaw-- Superintendent

DHS Model of Care Pillar Awards

The Department of Human Services launched the new Model of Care this past year with their 5 Pillars: (1) Prevention, (2) Self-Reliance, (3) Partnership, (4) Operational Excellence, and (5) People & Culture. Ann Silverberg-Williamson, Director of DHS toured the state introducing these Pillars in her Town Hall meetings. Recently, DHS accepted nominations for the Pillar Awards. 19 USH employees were nominated by their peers and 8 were selected as Award Winners by the Department's selection committee.



Congratulations

L to R: Kathy Ferreira, Bonita Reynolds, Charie Hallen, Amanda Rapacz, Megan Daniels, Dallas Earnshaw, Tyler Colby, Tony Nieto, & Chris Farrer

DHS Pillar Awards

Prevention

Tony Nieto, LPN GR

Tyler Colby, Environmentalist NE

Self-Reliance

Charie Hallen, Voc -Rehab

Bonita Reynolds, Environmentalist NW

Operational Excellence

Megan Daniels, Unit Clerk SE

Kathy Ferreira, Legal

People & Culture

Chris Farrer, Custodial Supervisor

Amanda Rapacz, Psy Training Director

Other USH

Pillar Nominee ...

◇ *Trish Allen*

◇ *Bruce Bishop*

◇ *Taylor Degraw*

◇ *Lisa Foster*

◇ *Nathan Hansen*

◇ *Annie Hudson*

◇ *Joni Lance*

◇ *Rebecca Salisbury*

◇ *Isaac Thomas*

◇ *Derek Walker*



High 5 to Facilities

The Maintenance Department is surveyed each year on the condition of the USH facilities by the Department of Facilities and Construction Management. It is a very tough process with high expectations and scoring guidelines. USH typically scores high but this past year our maintenance department received their highest score ever and one of the highest in the State. Kendall Johnson, Support Services Director and his staff have been remarkable.

Forensic Outreach Program

The Forensic Outreach Program received funding for a second year to hire additional staff who travel the state and provide screening and competency restoration programming to those referred to the Department. Due to the need for additional resources, individuals are screened to determine if they can be restored in a non-USH setting. The program has been very successful. Almost 60 individuals have been referred back to the District Courts before needing to be admitted to USH allowing for a greater efficiency in our resources. Spencer Lloyd, Outreach Director and his team are doing a fantastic job with the development of this new program.

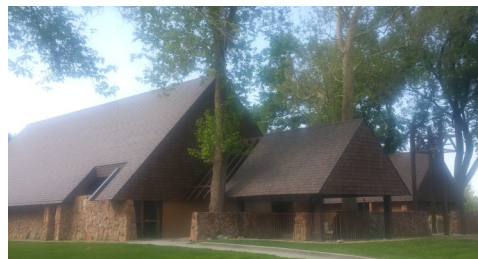


Volunteer Service Changes

Volunteer Services will be moving into the Payne Building in the Sunrise area. Shawna Peterson has for many years run one of the most creative and innovative volunteer programs in the country. Most state hospitals are in awe when they hear how we engage volunteers at the Hospital. Most state hospitals are lucky to have a tenth of the volunteers we have at USH. Each year volunteers are instrumental providing wonderful opportunities and resources for the patients. It would take an entire article to describe all the things they do. I hope everyone will stop by and see her new shop as she gets going to enhance these services even further.

Chapel Renovations

The Chapel has been undergoing a significant renovation. We have been remodeling the building to be a more versatile and accommodating facility. It will be used as a Conference Center, offer more opportunity for hospital, community and other agency meetings and training sessions, as well as church services and other community events. We hope to have an open house soon for all to see. As we launch the new Process Improvement program soon, we hope to utilize the Chapel for Department Retreats so you can enjoy the environment there as well as offer each department a chance to decompress from all your hard work this past year. Look for more information on this in upcoming weeks.



New Online Training Programs

Our Mandatory Training Committee worked hard to launch our new 'on-line' training modules. We have heard excellent feedback from staff commenting that this year's mandatory training process was much more efficient and effective. We will give you all an opportunity to comment on this with this year's upcoming Employee Survey. Committee members under the direction of Devin Patrick in HR did a fantastic job as usual. We have achieved a near 100% compliance with mandatory training in a very short time frame. It has proven to be very efficient.



USH recognized as top Social Work Training Site

At the annual Utah Valley University School of Social Work recognition banquet, the State Hospital was recognized as the top student placement site for 2016. Steve Phair, USH Social Work Director was invited to receive the award. Congratulations to all the Social Workers who contribute to the education and experience of the students and help in our partnerships with the community. Greg Porter was also chosen by the students to receive the award for "Outstanding Support and Service" to the UVU BSW program.

Ongoing work as a HRO

The Performance Improvement council (PI council) has been engaged in active discussions on its role in moving USH closer to its goal of a High Reliability organization (HRO). The discussions have led to a redefining of the mission and vision of performance improvement at USH and a renewed commitment to a safety culture. Stay tuned as more will be done to improve communication, trust and participation.

Short stay unit

ARTC continues its tradition of offering high quality, valued mental health services to meet the acute treatment needs for rural Utah in a new format. This was made possible by physical relocation and staff realignment while working with existing resources. The cooperation and positive, 'can do' attitude has been a key to its success. Special thanks to the SMT's and staff of NE and NW units.

Enriching the treatment offerings at USH

TRCC in collaboration with Departments of Psychology, Social work, RT, OT and Substance abuse has been hard at work defining pillars of treatment at USH and increasing the number of evidence based group offerings for our patients.

Morale Committee Announces New USH Employee Month – October 2016

Some of you who have worked here for a while might remember our Employee Workshop held each Fall in which we spent the time focusing on things that help the employees address more personal needs. We recognized that many of us might be struggling in different areas of our personal lives (i.e., relationships, depression, finances, raising children, learning to relax or just needing a break in life). The goal being to help us be improve mentally, physically and emotionally to do better in life by learning new skills, address burn out or just to have a little fun. Education sessions will be planned along with activities for employees to participate in. This was always a well-anticipated event and we hope to bring it back in style. We already have a very special Key Note Speaker planned – stay tuned for more information. Please let your Morale Committee representative know if you have suggestions for the committee while they plan for the activities in October.



L to R: Dallas Earnshaw, Susan Mories, Travis Pittman, Dorothy Vatikani, Melissa Baugh
Julie Merrell, Kathi Richardson, Travis Thomas, & Steve Phair
(Not in Photo– Devin Patrick, Tom Sitake, Gary Ethington, & Jennifer Atwood)

Seclusion and Restraint Reduction Effort

The Boys Youth program challenged themselves this past year to make a significant reduction in their Seclusion & Restraint Hours. Their goal was 50 Days. They were rewarded with an Ice Cream Pig out party for their success and were challenged to double it for a Steak Fry. The Boys were Well Fed!!! Congratulations to Brad, Jackie, Dr. Miller and the Boys Youth team who worked hard to help the patients reach their goal.



Day to Day Amazing Work

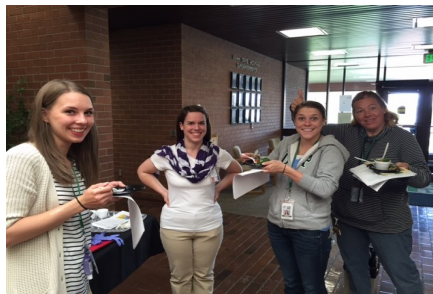
Kudos to all of you who go about your work each day doing heroics. I wish I could personally thank each of you face to face. I know that you go about your work facing many challenges, doing your jobs well, being as efficient as you can, reinforcing a Culture of Safety for patients and staff and Saving Lives!



USH Health and Nutrition Fair



Food Services continue to provide excellent services to patients/ staff and has delivered International food day activity that help promote wellness.



Utah Valley University



Agency of the Year Award: Presented to The Utah State Hospital

The Utah State Hospital has long been a committed and valuable community partner when it comes to training new mental health professionals. This hard work is most often placed onto the backs of front line individuals who willingly spend hours teaching, training, modeling, and shaping fellows, interns, students and others on their journey towards licensing. On rare occasions, the hospital as a group is noticed for the contributions we make in this process. That is why we are so proud to have been awarded the Utah Valley University Agency of the Year Award for Excellence in Student Support and Instruction.

The Utah Valley University has been sending Bachelor's level student interns to USH for some time and are grateful for what we are able to offer them. Most of the students who have interned with us have gone on to graduate school and have been a solid part of our recruiting pool for the Social Work Department. We are proud of the Social Work Department and the work they do on behalf of the patients and those working to join our professional ranks. Congratulations USH!

-Steve Phair, Social Work Director

*Nursing Administration and others from
the Admin. Building get together each
year to plant pretty flowers.
Thank you for your Service and making our
USH Campus Beautiful!*



STATE WIDE SHAKE OUT DRILL



On April 21, 2016 the Utah State Hospital participated in the Great Shake Out. It was a great opportunity for everyone to practice emergency preparedness within their own work areas. Thank you to all that participated and made it a successful drill. Several areas practiced "DROP, COVER, and HOLD ON". We also want to recognize and thank the USH CERT team for all they do to help make our hospital a safer place.



Utah State Hospital Recreation Therapy

Awarded

"Best Practices"

Recreation Therapy

Internship Site

The Recreation Therapy Department received the "Best Practices" Award as a Recreational Therapy Internship Site. The "Best Practices" RT Intern program standards was developed by the University of Utah. It's being viewed state wide and nationally as a model for adoption by agencies and institutions desiring to improve the quality of their intern programs. The award was presented at the Recreation Therapy State Conference this past March. Gary Ethington, RT Director, accepted the award in behalf of the RT Department. He mentions that this highly structured program is formatted for enhancing the experience of students. The Hospital will benefit by being on a "Preferred Site List" for interns to apply and seek a higher level of training. Thanks go out to all the RT staff who are playing a major role in its success.

*We would like to acknowledge the
following employees for their dedicated
service awarded from Jan through May
2016:*

35 Years of Service:

Bonnie Marquez

Val Bonnett

Terri Fisher\

Don Perry

Alrae Snyder

30 Years of Service:

Kimberly Schultz

20 Years of Service:

Jorge Noguera

Douglas Stilson

Shelly Hales

Darrell Fairbanks

Jose Herrera

Julie Wright

Charie Hallen

15 Years of Service:

Becky Wright

Lisa Bird

15 Years of Service

Barbara Phillips

Jackie Valdez

10 Years of Service:

Lorie Felix

Juana Johnson

Alex Kaverin Davis

Brett Mortensen

Wendy Schwartz

Crystal Zufelt

Susan Walley

Lisa Tarbox

5 Years of Service:

Kate Alleman

Sandra Harris

DeAnn Karatti

Meredith Dow

Bryce Hansen

Spencer Lloyd

Retirements

The following employees

retired in

January through May

2016

Debra Asay

Gaylen Blackhurst

Rita Brooks

Glenna Hardy

Chris Metcalf

Joanna Montague

Jan Grant

Robert Hampton

*Thank you
for
your
Service!*

Spirit of Safety Award

We like to Congratulate:

- ♦ Benny Owen
- ♦ Josue Mendoza
- ♦ Sarah Walker
- ♦ Taylor Degraw
- ♦ Craig Campbell
- ♦ Brett Pitts
- ♦ Malaea Palu
- ♦ Alan Decker
- ♦ Famika Anae

Who received the
Spirit of Safety Award
from

January through April 2016.

These are individuals whose intervention skills were recognized by their peers as having a positive impact on patient care. They each intervened in a difficult situation on their units to redirect or de-escalate a patient to avoid a critical incident from occurring. They are examples to all regarding the use of therapeutic interventions and excellent clinical skills. We want to encourage you to remember to submit your nominations to Marlow Plumb in Quality Resources. Supervisors and co-workers are encouraged to submit names of employees that demonstrate any of the following:

- *Excellent decision-making and intervention skills which redirect a patient from acting out in a violent manner.
- *Compassion and a Therapeutic approach which results in a patient being able to work through a difficult issue or situation and allows them to have positive outcomes in treatment.
- *Effective De-escalation Skills which help to avoid violence and prevent a possible Injury, Seclusion and/or Restraint from occurring.
- *Professionalism and Competence in regards to helping a patient avoid being Re-traumatized.

USH Maintenance



Congratulations to our Maintenance Department!!

This past year the Maintenance Department received the Top Quality Region Award at the DHS Annual Maintenance Conference. They have received this award 4 of the past 5 years.

Each year the Utah State Building Board along with the Facilities Staff conduct Facility Audits, these audits are given a score based on how well the facility is maintained. The facility with the highest score receives the award.

This past year our Maintenance Staff have completed approximately 13,000 work orders ranging from small minor work orders to more extensive work orders that take many hours to complete.

We truly have a great crew and I appreciate the pride and dedication they put forth in all they do to make the Hospital a better place for everyone. It's not an easy task to maintain a facility such as the Hospital. I feel very fortunate to have such skilled and knowledgeable craftsmen to work with.

We would also like to welcome our new Office Specialist / Secretary Samantha Metcalf to the Department.

Also thanks to all of you that help to keep our facilities in great shape, it really does take everyone's help to keep the Hospital as nice as it is.

Kendall Johnson, Support Services Dir

Forensic Family Day 2016

The Forensic Building sponsored the 2016 Family Day on April 21 from 5-7 PM in the gym. This is an event patients look forward to because it is relaxed and their family members can enjoy talking with other families as well as many staff members. There were 55 family members who attended the event. Each department represented in the forensic area had a booth with various activities and information about the treatment options. NAMI was also present to provide information to the families. Food service did their usual wonderful service and provided a good variety of foods for the patients and families to enjoy. There was a video, on a big screen, showing areas in the building that families never get to see. There were examples of living areas, treatment rooms and recreational areas where their loved ones spend much of their time during their stay at USH. Everyone seem to enjoy the event and especially spending time with their families.



Mike Averett, AD Forensic 2

3rd Annual Easter Egg Hunt



Hosted by the
USH
Activities Committee



USH Newsletter

Published by Utah State Hospital

Dallas L. Earnshaw, Superintendent

Contributions to this issue:

Dallas Earnshaw

Gary Ethington

Kendal Johnson

Lola Davis

Michael Ah You

Michael Averett

Steve Phair



Please submit your
ideas or articles to:

Dorothy Vatikani

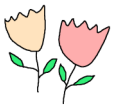
Utah State Hospital

(801) 344-4202

P.O. Box 270

Provo, Utah 84603

dvatikan@utah.gov



MISSION

**USH provides excellent care in a safe and respectful environment to promote hope
and quality of life for individuals with mental illness.**

VISION

**Our vision is to enhance patient recovery through dedicated service, family and
community networking,
collaborative research efforts, and maximizing evidence based treatment practices.**

VALUES

- USH works to continuously improve quality of care.
- USH partners with patients and community to instill hope and rein
force an attitude of recovery.
- Dignity, respect, safety and integrity are the foundations of our
therapeutic environment. We earn trust through partnership with patients, family
and community.

